



Strategic Plan: 2015-2019

Te manu e kai ana te miro ngonga te ngahere
Te mea e kai kaiana te matouranga ngonga te ao
The bird that feasts on miro berries, the forest he owns
The one who feasts on knowledge, the world is his

Aims of Newtown Union Health Service

To provide very low-cost, accessible, quality, comprehensive and innovative primary health care services that improve the health outcomes and wellbeing of our members

This will be achieved by:

Recognising Te Tiriti O Waitangi

Recognising Māori as tangata whenua and applying mana-enhancing principles and practices in line with Te Tiriti O Waitangi.

Commitment to the Declaration of Alma Ata and Holistic Health Care

A commitment to the aims and articles of the Declaration of Alma Ata for primary health care services and its principles of social justice, participation, preventative health care, inter-sector cooperation, use of appropriate technology and sustainability.

Cultural Responsiveness

Ensuring health services are sensitive to culture and are mindful of individual differences and cultural and ethnic diversity.

Strong Relationships

Effective working relationships with local communities and with the PHO, the DHB, other health and allied services and relevant national and local government organisations.

Community Engagement and Commitment to Social Justice

Recognising and responding to the social determinants of health and well-being and advocating with our communities for social, economic and political responses to achieve equitable health and wellbeing outcomes.

Medium Term Strategic Goals 2015 - 2019

The medium-term strategic goals for NUHS are:

1. Our model of care

To ensure we continue to provide a sustainable, innovative and equitable model of primary health care.

Key Performance Indicators

- The revised model of care has been developed and implemented by 2016.
- There are systems in place to ensure the delivery of care to the highest possible standard.
- Our model of care reduces health inequalities and members' health outcomes have improved within the plan period.
- Contractual obligations are delivered on time and within budget.
- Cost to the patient is maintained at the lowest possible level.

2. Our leadership and decision-making

To put in place a leadership and decision-making system which will enable the successful management of the NUHS model of care.

Key Performance Indicators

- The roles and responsibilities of the Board and the staff have been reviewed and a dynamic decision-making model is implemented.
- The NUHS Board, staff and members are clear as to the part they play in the success of the organisation and have confidence in the revised model.

3. Our reputation and relationships

To be a leading model of primary health care for high needs populations.

Key Performance Indicators

- We are recognised in the community as exemplifying the model of care we aspire to be.
- We are invited to contribute to major regional and national discussions and projects concerned with primary health care services to high needs populations.
- We enjoy constructive relationships with our principal stakeholders.
- Our achievements and the improvements in health outcomes are recognised and profiled.

4. Our people

To ensure we acknowledge that our staff are our principal asset and that we value innovation and creative thinking.

Key Performance Indicators

- Productivity and staff morale are at high levels.
- Innovation and creative thinking is supported and evident in the organisation's decision-making process and in the outcomes it achieves.